



Corporate Services

American Express Program Management Resources Quick Reference Guide to Contact Information for Small Purchase Charge Card @Work, Corporate Purchasing Card Services, MIS Service Center, CSR Central & Account Development

American Express @ Work

Program Administrator only: Available Monday-Friday 8:00 AM-8:00 PM EST for assistance with American Express @ Work related issues with Corporate Card and Purchasing Card.

Telephone: **800-238-8087**

You will be prompted to enter the 15 digit account or basic control number. If you don't have the number, please hold.

Option 2: For Assistance with @Work registration and the enrollment process or questions related to online program management such as submit a card application, accounting information changes or canceled card.

Option 3: For questions related to online information services such as viewing reports or data files or if you have questions regarding reconciliation management such as expense reporting or CPC reconciliation.

Option 4: For questions regarding CPC eBill.

Cardmember Reference Information:

For Cardmembers calling direct: **800-238-8087**

Option 1: Assistance with Check Your Bill, Manage Your Card Account or other Corporate Cardmember online features.

Corporate Purchasing Card Services

Program Administrator only: Available Monday-Friday 7:00 AM-8:30 PM EST for assistance with Corporate Purchasing Card or Cardmember related issues such as assistance with resolution of point-of-sale charging issues, account maintenance, CM cancellations, limit adjustments, receivable questions, consultation regarding a client's specific program and overall product information.

Telephone: **800-492-4979**

Fax: **623-492-1777**

You will be prompted to enter the 15 digit basic control number. If you do not have the number, please hold.

Option 1: To speak to a Corporate Purchasing Card Account Administrator.

Cardmember Reference Information:

For Cardmembers calling direct:

Telephone: **800-492-4920**

Option 1: For balance, recent charges and credits posted to the account or for questions on bill travel related charges.

Option 2: For payment information.

Option 0: To speak to a representative.

Check Your Bill on Line: <http://www.americanexpress.com/homepage/corporations.shtml>

Service Establishment/Merchant Reference Information:

To accept the CPS card: 888-Take CPC 888-825-3272

Merchant Account Service: 800-528-5200

Software Support Help Desk: 800-671-0971 (Payment Link, Purchase Express, etc.)

To get authorization on a card: 800-528-2121

Quick Reference Guide to Contact Information for Corporate Purchasing Solutions

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MIS Service Center ~ Core Reporting Product Support

Program Administrator only: Available Monday-Friday 8:00AM-7:00PM EST for assistance with all reporting Web inquiries, requests and changes such as new account set ups, maintenance (modify, add, delete reports), updates to recipient information (change email address, telephone, name), consult on all MIS reporting issues, provide support on Core and Enhanced Corporate (Market and Global) web reporting, downloading files, navigation and password resets.

Telephone: **800.542.0995**

Option 1: Corporate and Purchase Card reporting, Expense Reporting and CPC Reconciliation support or tape questions...then

Option 1: General Corporate and Purchasing Card Web inquiries.

Option 2: Expense Reporting and CPC Web Reconciliation.

For information concerning, reporting descriptions, print options, using Core Report Took Kit, on @Work home page, click on American Express @Work Reporting Overview then Help.

Corporate Service Representative (CSR) Central

Program Administrator only: For assistance with control and central bill account set-ups, escalated issues, issues not addressed or rectified by the above listed areas.

Telephone: 800-327-0023

Fax: 602-766-5329

E-Mail: CSRCentral@aexp.com

Account Development

Dedicated Account Representative – Shannon Eigenberger

Telephone: 877-266-9590

Fax: 877-266-9590

E-Mail: amex@doa.virginia.gov

Manager, Account Development – Leslie Anchor

Telephone: 877-231-9787

Fax: 877-231-9787

E-Mail: Leslie.L.Anchor@aexp.com

Implementation Manager – Jeff Urban *

Telephone: 877-496-6168

Fax: 877-496-6168

E-Mail: Jeff.A.Urban@aexp.com

Commonwealth of Virginia Purchase Card Program Analyst - Valerie Smith

Telephone: 804-371-7804

Fax: 804-225-3499

E-Mail: valerie.smith@doa.virginia.gov

*Signing of P-Subs, Priority merchant issues, Web Recon rollout